



CRYSTAL CRUISES
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M/S CRYSTAL HARMONY
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USPH CORRECTIVE ACTION REPORT

In line with the requirements of the USPH Inspection report issued in Juneau on 28 June 2002.

CORRECTIVE ACTION STATEMENT

In developing the Corrective Action Statement for this inspection, critical-item deficiencies (designated with Yes in Critical Column (worth 3 - 5 points), whether debited or not, should include standard operating procedures and monitoring procedures implemented to prevent the recurrence of the critical deficiency.

Prepare Corrective Action Statement as a word processing or spreadsheet file which will be sent to USPHS / VSP as an email message attachment.

Please email Corrective Action Statement to: vsp@cdc.gov

Use email message subject line: CRYSTAL HARMONY - CAS – 06-24-2002.

No.	Location	Ref.	Points	Critical
1	Location: MAIN GALLEY - HOT GALLEY Deficiency: OLD FOOD SOIL WAS NOTED IN DIFFICULT TO CLEAN AREA BEHIND FLAT TOP RANGES. Corrective Action: Short term: Best possible cleaning will take place. Long term: Will investigate replacement of stoves.	33	1	No
2	Location: MAIN GALLEY - PASTRY Deficiency: THREE COMPARTMENT SINK WAREWASHING OPERATION WAS NOT PROPERLY SET UP BEFORE STARTING WAREWASHING. SANITIZER TESTING WAS NOT CONDUCTED AT SET UP. Corrective Action: Proper training and procedures have been reinforced.	22	2	No
3	Location: MAIN GALLEY - PASTRY Deficiency: WET TRAYS WERE STORED IN A CLOSED CABINET WITH NO WAY FOR MOISTURE TO DRAIN BEFORE REUSE. Corrective Action: Items will be stored upside down in future.	28	0	No
4	Location: MAIN GALLEY / GENERAL - DISHWASHING Deficiency: MG - SILVERWARE WASHER - FINAL RINSE TEMPERATURE EXCEEDED 210°F; FINAL RINSE PRESSURE WAS 29 PSI. Corrective Action: Potable water temperatures have been adjusted. MG - STARBOARD CONVEYOR DISHWASHER - TWO UPPER FINAL RINSE MANIFOLD NOZZLES WERE BLOCKED. FINAL RINSE PRESSURE WAS OVER 50 PSI. Corrective Action: The booster heaters are at this time being replaced and the dishwasher temperatures have been adjusted. MG - PORT CONVEYOR DISHWASHER - FINAL RINSE PRESSURE EXCEEDED 45 PSI. Corrective Action: Pressure has been adjusted. MG - PORT GLASSWASHER - FINAL RINSE TEMPERATURE FAR EXCEEDED RANGE OF GAUGE (220°F) AND STEAM WAS EMITTED REDUCING HEAT TRANSFER TO UTENSIL SURFACE. Corrective Action: Water temperature has been adjusted.	22	2	No
5	Location: MAIN GALLEY / GENERAL - DISHWASHING Deficiency: HEAVY CONDENSATION AND DRIPPING WATER WERE NOTED FROM DECKHEADS AND	37	0	No

	<p>VENTILATION EXHAUST DUCTS IN BOTH DISHWASHING AREAS.</p> <p>Corrective Action: Temperature has been lowered to avoid condensation.</p> <p>EVALUATE HUMIDITY REMOVAL IN COVE BAR PANTRY DISHWASHING AREA.</p> <p>Corrective Action: Exhaust ducts have been cleaned.</p>			
6	<p>Location: MAIN GALLEY - COLD GALLEY</p> <p>Deficiency: A PAN OF RAW BEEF WAS FOUND OVER COOKED TANDORI CHICKEN AND A SAUCE IN THE BLAST CHILLER.</p> <p>Corrective Action: Further training and frequent spot checks have been implemented and time control sheets are being used.</p> <p>Standard operating procedures and monitoring procedures implemented to prevent recurrence: Sign with relevant instructions has been placed on all blast chillers.</p>	18	0	Yes
7	<p>Location: DINING ROOM</p> <p>Deficiency: CONDIMENT STORAGE IN A WAITER STATION CABINET WAS UNDER THE SOILED DISH AREA.</p> <p>Corrective Action: Condiments have been relocated to a legal storage area.</p>	19	0	No
8	<p>Location: PROVISIONS</p> <p>Deficiency: DECORATIVE ICE AND ICE BLOCKS WERE STORED WITH FOOD IN THE WALK-IN FREEZERS. MEAT FREEZER HAD CONDENSATE DRIPPING FROM DECKHEAD IN AREA TO LEFT OF DOOR AND REFREEZING ON THE CARTONS STORED IN THIS AREA.</p> <p>Corrective Action: We have created a separate section for storage of ice blocks and carvings.</p>	19	0	No
9	<p>Location: CREW GALLEY</p> <p>Deficiency: MEAT SLICER HAD A SLIGHT BUILDUP OF DRIED SOIL ON BOTTOM OF BACKPLATE NEAR SLICER BLADE.</p> <p>Corrective Action: Cleaning routines have been reinforced and proper cleaning is being carried out.</p> <p>Standard operating procedures and monitoring procedures implemented to prevent recurrence: A checklist for critical food contact surfaces has been implemented.</p>	26	3	Yes
10	<p>Location: BARS</p> <p>Deficiency: TWO CUTTING BOARDS IN BISTRO AND COVE BARS HAD ROUGH SURFACES.</p> <p>Corrective Action: Cutting boards are being sent for maintenance more frequently.</p>	20	0	No
11	<p>Location: LIDO</p> <p>Deficiency: CHICKEN, RICE, NUMEROUS DESSERTS AND OTHER FOOD ITEMS WERE BEING SERVED WITHOUT SNEEZE GUARDS.</p> <p>Corrective Action: All food items are displayed with a sneeze guard.</p>	19	0	No
12	<p>Location: LIDO</p> <p>Deficiency: TWO PORTABLE MILK DISPENSERS HAD VERY HEAVY OLD MILK RESIDUE IN THEIR DISPENSING NOZZLES SINCE THEY HAD NOT BEEN DISASSEMBLED FOR CLEANING FOR A NUMBER OF MEAL SERVICE PERIODS.</p> <p>Corrective Action: Proper cleaning routines have been reinforced.</p> <p>Standard operating procedures and monitoring procedures implemented to prevent recurrence: A checklist for critical food contact surfaces has been implemented.</p>	26	3	Yes
13	<p>Location: FOOD SERVICE GENERAL</p> <p>Deficiency: DECKS HAD BROKEN TILES, RECESSED GROUT AND OTHER DIFFICULT TO CLEAN FEATURES. BULKHEADS HAD OPEN SEAMS, LOOSE PROFILE STRIPS AND OTHER DIFFICULT TO CLEAN AREAS.</p> <p>Corrective Action: Extensive tile replacement has been scheduled for the upcoming dry dock. In the short term temporary repairs are being carried out.</p>	33	1	No